

IN THE CLAIMS

The status of claims in the case is as follows:

1 1-9. [Canceled]

1 10. [Currently amended] A system including an on-line data
2 gathering tool for evaluating a legacy general procurement
3 and accounts payable application of a client of an
4 enterprise and for adapting through presales, assessment,
5 preparation, development, deployment and support stages a
6 general procurement and accounts payable application to the
7 requirements of each of a plurality of clients of said
8 enterprise and for monitoring and assuring the quality of
9 services provided by a service provider to said clients,
10 comprising:

11 a server;

12 a storage device connected to said server;

13 a plurality of terminals, said terminals including
14 enterprise terminals and provider terminals;

END919990119US2

3

S/N 10/727,443

15 a communication link interconnecting said server and
16 said terminals;

17 said server (1) maintaining on said storage device, for
18 each of a plurality of said clients of said enterprise, a
19 database of templates describing procedures for assessing,
20 preparing, developing, deploying and supporting general
21 procurement and accounts payable applications for each of
22 said clients, and (2) serving said templates to said
23 terminals for presentation to teams of enterprise users and
24 provider users at respective user interfaces of said
25 enterprise terminals and said provider terminals;

26 said templates providing data fields;

27 said server [[for]] collecting support stage data from
28 users of said provider terminals during said support
29 stage as said provider users operate general
30 procurement and accounts payable applications on behalf
31 of said clients;

32 said server responsive to support stage data input to
33 said templates at said provider terminals for
34 presenting at user interfaces of enterprise and

END919990119US2

4

S/N 10/727,443

35 provider terminals tracking templates;

36 said server [[for]] tracking provider team activities
37 with respect to said general procurement and accounts
38 payable application for a client during selected
39 assessment, preparation, development, deployment and
40 support stages, said templates including in a playbook
41 summary view a create a summary task selection button,
42 a create a detailed task button, a folders and views
43 section, a task title display and selection area, and
44 in a task view data fields describing steps for
45 executing a task selected by a user from said selection
46 area;

47 said server, responsive to user selection of said
48 summary task selection button, presenting in said
49 selection area a listing of support stage tasks
50 organized by categories, said categories including
51 project management and transition management
52 categories;

53 said server, responsive to enterprise user selection of
54 said project management category, presenting in said
55 selection area a listing of support stage tasks;

END919990119US2

5

S/N 10/727,443

56 said server responsive to respective enterprise user
57 and provider user selection of a given support stage
58 task for a selected post-implementation quality
59 assurance review and project support review task of
60 said provider team activities selectively presenting in
61 said task view said steps for a first selected task;
62 said provider user executing said steps and returning
63 resulting support stage data to said storage device;
64 said server receiving from said provider user and
65 presenting to said enterprise user said resulting
66 support stage data for said post-implementation quality
67 assurance review and project support review task; said
68 enterprise user, responsive to said resulting support
69 stage data, executing post-implementation quality
70 assurance review; [[and]]

71 said server, responsive to provider user selection of
72 said transition management category, presenting in said
73 selection area a listing of support stage tasks for
74 providing communication support, validating transition
75 management support, and performing post implementation
76 survey support; and said provider user selecting from
77 said selection area and executing steps presented in
78 said task view for a selected communication support,

END919990119US2

6

S/N 10/727,443

79 transition management support, and post implementation
80 survey task.

81 11. [Previously presented] The system of claim 10, said
82 terminals being web-enabled terminals and said server
83 further serving to said terminals a panel for task creation
84 by said teams of enterprise users and task use by said teams
85 of enterprise and provider users.

12-19. [Canceled]

1 20. [Currently amended] A system including an on-line data
2 gathering tool for adapting legacy general procurement and
3 accounts payable applications to the requirements of each of
4 a plurality of customers of an enterprise, said system being
5 operable by third party service provider team members to
6 manage resulting general procurement and accounts payable
7 applications, and for enterprise team members to monitor and
8 assure the quality of services provided by said third party
9 service provider team members to each said plurality of
10 customers by providing a repeatable process for training,
11 managing, certifying and educating said third party service
12 provider team members to operate each said resulting general
13 procurement and accounts payable application on behalf of a

END919990119US2

7

S/N 10/727,443

14 plurality of customers of said enterprise, comprising:

15 a first server;

16 a storage device connected to said server;

17 a plurality of team terminals, including enterprise

18 terminals for interfacing said server to said

19 enterprise team members and provider terminals for

20 interfacing said server to said third party service

21 provider team members;

22

23 a second server interfacing through a firewall to an

24 operational accounting system;

25 a communication link interconnecting said first and

26 second servers and said terminals;

27 said second server for serving operational accounting

28 data to said terminals; [[and]]

29 said first server for (1) maintaining a database on

30 said storage device of templates describing procedures

31 for executing said application, and (2) serving said

END919990119US2

8

S/N 10/727,443

32 templates to team members operating said terminals;

33 said templates providing a playbook for task creation
34 at a user interface of said enterprise terminals and a
35 panel for task use at said enterprise terminals and
36 said provider terminals;

37 said playbook presenting at said user interface of said
38 enterprise terminals in a summary view a create a
39 summary task selection button, a create a detailed task
40 button, a folders and views section, a task title
41 display and selection area;

42 said enterprise team members selectively selecting said
43 summary task selection button and said detailed task
44 button to bring into a detailed task view a task
45 template, and entering into said task template support
46 task steps to be executed by said service provider team
47 members;

48 said playbook presenting at said user interface of said
49 provider terminals in said detailed task view steps for
50 executing a support task and data fields for collecting
51 support data from said service provider team members,

END919990119US2

9

S/N 10/727,443

52 said service provider team members executing said steps
53 for executing a support task to manage said resulting
54 general procurement and accounts payable application
55 for a selected customer of said enterprise and to
56 generate and store said support data to said data
57 fields;

58 ~~said provider terminals receiving from said third party~~
59 ~~service provider team members said support data~~
60 ~~representing coordinating, recording and tracking~~
61 ~~activities of said third party service provider team~~
62 ~~members in managing said resulting general procurement~~
63 ~~and accounts payable application for a selected~~
64 ~~customer of said enterprise, and~~

65 said enterprise terminals displaying to said enterprise
66 team members said support data in templates for
67 tracking activities of said third party service
68 provider team members in managing said resulting
69 general procurement and accounts payable application
70 application for said selected customer, said enterprise
71 team members accessing said detail task view and
72 executing steps tracking said activities of said
73 provider team members responsive to said support data.

END919990119US2

10

S/N 10/727,443

21-35. [Canceled]

END919990119US2

11

S/N 10/727,443